

**Amendment to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1. (currently amended) A personal information managing method in a case of resolving a dispute occurred by information sent out from an information processing apparatus, comprising the steps of:

accepting, by a provider-side processing apparatus from a deliberation-requesting-party-side processing apparatus, an input for designating sent-out contents capable of being browsed on a said provider-side processing apparatus connected via a network;

receiving, by said deliberation-requesting-party-side processing apparatus, ticket information for identifying a sending-party sending out said designated sent-out contents, from said provider-side processing apparatus, said ticket information not including personal information on said sending-party;

transmitting said sent-out contents and said ticket information from a said deliberation-requesting-party-side processing apparatus to a deliberation support processing apparatus to request a deliberation about said sent-out contents;

receiving, by said deliberation support processing apparatus, said sent-out contents and said ticket information from said deliberation-requesting-party-side processing apparatus to store said sent-out contents and said ticket information into

a deliberation managing database in said deliberation support processing apparatus,  
said sent-out contents becoming a target of said deliberation;

accepting, by said deliberation support processing apparatus, an input of a  
deliberation result of said requested deliberation to store said deliberation result into  
said deliberation managing database;

transmitting said ticket information stored in said deliberation managing  
database, from said deliberation support processing apparatus to a ticket  
management processing apparatus;

requesting, by said deliberation support processing apparatus to said ticket  
management processing apparatus, presentation of said personal information on  
said sending-party;

receiving, by said ticket management processing apparatus, said ticket  
information from said deliberation support processing apparatus;

transmitting said personal information on said sending-party identified by said  
ticket information, from said ticket management processing apparatus to said  
deliberation support processing apparatus when said deliberation result indicates  
that said sent-out contents include an illegality;

transmitting said deliberation result stored in said deliberation managing  
database and said personal information on said sending-party received from said  
ticket management processing apparatus, from said deliberation support processing  
apparatus to said deliberation-requesting-party-side processing apparatus; and

receiving, by said deliberation-requesting-party-side processing apparatus,  
said deliberation result and said ticket information stored in said deliberation  
managing database, from said deliberation support processing apparatus.

2. (original) A personal information managing method as claimed in Claim 1,  
further comprising the steps of:

accepting an input of inquiry contents toward said sending-party to store said  
inquiry contents into said deliberation managing database;

transmitting said inquiry contents and said ticket information stored in said  
deliberation managing database, from said deliberation support processing  
apparatus to said ticket management processing apparatus;

receiving said inquiry contents and said ticket information from said  
deliberation support processing apparatus;

making reference to a mail address indicated by a contact address included in  
said personal information identified by said ticket information; and

transmitting said inquiry contents from said ticket management processing  
apparatus to said mail address.

3. – 4. (canceled)

5. (currently amended) A personal information managing system in a case of  
resolving a dispute occurred by information sent out from an information processing  
apparatus, comprising:

a deliberation request process unit for accepting, by a provider-side processing apparatus from a deliberation-requesting-party-side processing apparatus, an input for designating sent-out contents capable of being browsed on a said provider-side processing apparatus connected via a network, for receiving, by said deliberation-requesting-party-side processing apparatus, ticket information for identifying a sending-party sending out said designated sent-out contents, from said provider-side processing apparatus, said ticket information not including personal information on said sending-party, and for transmitting said sent-out contents and said ticket information from a said deliberation-requesting-party-side processing apparatus to a deliberation support processing apparatus to request a deliberation about said sent-out contents;

a deliberation accepting process unit for receiving, by said deliberation support processing apparatus, said sent-out contents and said ticket information from said deliberation-requesting-party-side processing apparatus to store said sent-out contents and said ticket information into a deliberation managing database in said deliberation support processing apparatus, said sent-out contents becoming a target of said deliberation;

a personal information presentation requesting process unit for accepting, by said deliberation support processing apparatus, an input of a deliberation result of said requested deliberation to store said deliberation result into said deliberation managing database, for transmitting said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus to a ticket management processing apparatus, and for requesting, by said deliberation support

processing apparatus, presentation of said personal information on said sending-party;

a personal information presenting process unit for receiving, by said ticket management processing apparatus, said ticket information from said deliberation support processing apparatus, and for transmitting said personal information of said sending-party identified by said ticket information, from said ticket management processing apparatus to said deliberation support processing apparatus when said deliberation result indicates that said sent-out contents include an illegality;

a deliberation result informing process unit for transmitting said deliberation result stored in said deliberation managing database and said personal information on said sending-party received from said ticket managing processing apparatus, from said deliberation support processing apparatus to said deliberation-requesting-party-side processing apparatus; and

receiving, by said deliberation-requesting-party-side processing apparatus said deliberation result and said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus.

6. (currently amended) A computer-readable record medium that records a program for causing a computer to function as a deliberation support processing apparatus for resolving a dispute occurred by information sent out from an information processing apparatus, said computer-readable record medium recording said program for causing said computer to function as:

a deliberation accepting process unit for receiving sent-out contents becoming a target of said deliberation and ticket information from a deliberation-requesting-party-side processing apparatus to store said sent-out contents and said ticket information into a deliberation managing database in said deliberation support processing apparatus, said ticket information not including personal information on a sending-party;

a personal information presentation requesting process unit for accepting, by said deliberation support processing apparatus, an input of a deliberation result of said requested deliberation to store said deliberation result into said deliberation managing database, for transmitting said ticket information stored in said deliberation managing database, from said deliberation support processing apparatus to a ticket management processing apparatus, and for requesting, by said deliberation support processing apparatus to said ticket management processing apparatus, presentation of personal information ~~on~~ on said sending-party; and

a deliberation result informing process unit for transmitting said deliberation result stored in said deliberation managing database and said personal information on said sending-party received from said ticket managing processing apparatus when said deliberation result indicates that said sent-out contents include an illegality, from said deliberation support processing apparatus to said deliberation-requesting-party-side processing apparatus.

7. -13. (canceled)